

Appendix A

Comments from consultation responses

<p>Yes, I am sick of working hard to support my family and getting nothing back, and then this scheme pops up and the people who don't work hard get another benefit. Completely unfair and wrong on all levels. Make more effort to support the people who work and stop penalising us.</p>
<p>"Consider going back to the old system and pay 100% CTS for claimants on benefits, this will prevent costs on the Council trying to collect taxes from a claimant who his getting the minimum in benefits and unable to afford the 15% they have to try and find to pay. This will then prevent summons costs which could increase a debt of a payer/claimant who is already financially struggling with debt."</p>
<p>My wage changes weekly sometimes it could be by £10 sometimes it could be more or less depending on the hours given to me but my contract is 16 and I think you should maybe work it on monthly rather than weekly</p>
<p>"Currently have on going claim for c Tax Benefit. In the last 4 weeks had a bonus from my employer in spite of being on long term sick for the past 13 months. My benefit has been recalculated asking me to pay £100 for the next 7 months! I will be getting universal Credit this month. Will my Council Tax Benefit be reviewed again? The letter I was sent made no indication of this."</p>
<p>Don't keep changing my bill, keep it the same and review after 6 months or something.</p>
<p>You should not have different rules for Universal Credit. The scheme should be the same for all cases. It is quite frankly discrimination.</p>
<p>This is an efficient way of doing things all round, less messing about sending out letters over every little change, less time wasted ringing up chasing by any applicants as well.</p>
<p>I work irregular hours and my income varies quite a bit. It's really frustrating to continually receive council tax bills asking me to pay different amounts. This new scheme should improve this</p>
<p>You need to consider disabled people on no income and how they will be affected by the changes. Council tax is very high for disabled jobless people.</p>
<p>I am a single mum who works full time to provide for myself and my child and have to pay full council tax. I get fed up of working so hard to help others who dont work. Those who dont pay council tax still benefit from the services provided. How about some help for the hard working single mums? In work poverty exists but is not addressed.</p>
<p>My earnings change regularly and I can't cope with getting lots of bills and letters. It's really confusing and I don't know what I need to pay</p>
<p>I've bin told I won't getting so mani bill</p>

<p>I work for an agency and get Universal Credit. I've had so many council tax bills this year I've lost track were I'm up to. Every bill seems to get bigger and I'm now struggling to pay on low wages. ANYTHING has got to be better than whats happening now.</p>
<p>I believe that help should be available to all people, not just those on benefits! I earn just above the banding therefore not eligible for any assistance of any kind, however still expected to pay full amounts for everything, of which I do every month and on time. We still struggle each month because how can we save to help ourselves when we pay so much in various types of tax? Its no wonder that so many are forced to remain on benefits because for some, they would actually be worse off financially if they went to work full time! I'm not saying that we shouldn't help those who really need it who are already on benefits because they need the assistance, however please remember families that are earning just above the bands you have set out because to be honest, they are the ones who are working the hardest to make ends meet.</p>
<p>Can I not get my rent paid by you to, I don't like the monthly paid by uc just want it simple all round</p>
<p>I can't afford to pay my Council Tax and need as much help as i can get so more help if possible.</p>
<p>I think the new scheme is an excellent idea. I don't think the existing scheme is fit for purpose for Universal Credit claimant's whose income changes on a monthly basis. I think the new scheme would have a positive effect on the council tax collection rate as customer's with only minor changes wouldn't have their bills re-calculated every month.</p>
<p>"I don't receive Council Tax Support but I help one of my relatives to manage her finances and she does get Council Tax Support. She's a single person and because her income changes quite a bit but mainly only by a few pounds she get's a lot of bills for her Council Tax and they are all different with different amounts to pay. It's really hard to follow all this and we sometimes don't know from one month to the next what she'll have to pay and how much she has left to spend. I think she's probably now behind because there has been two months this year that she hasn't paid anything because she the bills she gets have said she didn't owe anything for that month. I'm worried that we'll get to the end of the year and she might get one big bill and there's no way she could afford to pay if she does. From what I've read about the changes it looks like this would put a stop to this and she would get a lot fewer bills and have a steady amount to pay each month. That can only be a good thing for her (and if I'm honest for me as well when I'm helping her)."</p>